



ANNUAL REPORT 2021-2022

Our vision is to make
neighbourhoods better
places to live.

Burnaby Neighbourhood House is a community driven and community funded agency located on the unceded territories of the Tsleil-Waututh (səlilwətaʔ), Kwikwetlem (kwikwə́ləm), Squamish (Skwxwú7mesh Úxwumixw) and Musqueam (xʷməθkʷəy̓əm) nations with a unique focus on neighbours supporting neighbours.



CARE

CONNECT

ENGAGE

BELONG

Chair's Message 2021-2022

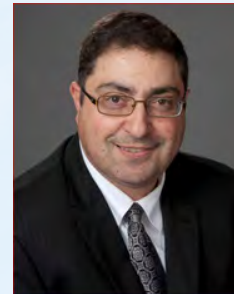
As an integral part of our local community for the past 25 years, many of us have personally experienced the benefits of having an active neighbourhood house in Burnaby. Were your children enrolled in the Burnaby Neighbourhood House Preschool, operating at three locations, or one of the 9 afterschool care programs? Did you join us for an evening of fun and food, prepared by dedicated volunteers, for our monthly Sharing Cultures Nights? Perhaps you or a loved one attended a Parenting workshop, a Seniors' luncheon, a Cardio Dance Class or another BNH program aimed at supporting Burnaby residents. We continue to operate the BNH food hub at both the North and South locations, and recognize that the BNH foodbank has filled a tremendous need.


Still, as if the Burnaby Neighbourhood House was not already a champion in the community, filling gaps to improve the lives of newly arrived and well-established "Burnabeings", the little House that could did more! In 2021, BNH took under its proverbial wing, three additional organizations: Burnaby Community Services, Burnaby Meals on Wheels, and the Burnaby Seniors Outreach Society.

As anticipated, the cooperation of these Burnaby groups has allowed for additional programs and projects, and a more effective way to meet ever-growing demand. Burnaby Community Services offers seniors transportation, operates the Christmas Bureau, supports low-income families with subsidies for children's camps and Burnaby Parks & Recreation programs, hosts the Coldest Night of the Year every February, offers Law Advocacy for free legal advice, and more. This year, Burnaby Meals on Wheels will bring over 9,000 nutritious meals, with a side of friendship, to over 135 homes. Caregivers and seniors can take advantage of educational programs and support offered by the Burnaby Seniors Outreach Society.

Over my last 3 years as Board Chair for the Burnaby Neighbourhood House, I have seen exciting changes and unprecedented growth. I have had the privilege of working with Board Members, BNH staff, and volunteers who dedicate themselves tirelessly to developing new programs, maintaining essential services, and facilitating projects all geared at meeting the needs of community residents.

In my last message to you, as I come to the end of my term as Chair, I remind you that none of this work could be done without the generous support of our innumerable benefactors and volunteers. While much of our financial help comes from individuals and small business, many of our programs operate on volunteer hours. We continue to be immensely grateful and recognize that we are very fortunate to have your continued support of dollars and dimes, months and minutes. Together at the Burnaby Neighbourhood House, we are making a difference and uplifting spirits.




Antonio Simoes
Board Chair

Burnaby Neighbourhood House – Board & Committees

Antonio Simoes	Board Chair	Finance
Ted Wiens	Vice Chair	Strategic Directions Chair, Finance
Shyam Sandhu	Finance Chair	Finance Chair
Sue Montabello	Secretary	Fundraising, North House Steering
Colette Babinszki	Board Member	Policy & Personnel Chair, Fundraising
Jennifer Lyle	Board Member	Fundraising Chair
Kevin Rakhra	Board Member	Strategic Directions
Nadia Di Spirito	Board Member	North House Steering Chair, Fundraising
Alfred Romann	Board Member	Finance, Strategic Directions
Kathryn Yamamoto	Board Member	Fundraising, Personnel & Policy
Jonathan Chan	Board Member	Strategic Directions
Ronnie Bahia	Board Member	Personnel & Policy

The Burnaby Neighbourhood House Board of Directors are also the directors for Burnaby Community Services, Burnaby Meals on Wheels, and Burnaby Seniors Outreach Services Society.

Senior Management Team

Antonia Beck - Chief Executive Officer	Kimberly Barwich	Simone Brandl
Kamaljit Rai - Director of Finance	Gulalai Habib	Sara Shaw

Board Committees

BNH Board members serve on a number of leadership committees including: Finance; Strategic Directions; Fundraising; Personnel and Policy; and North Steering. The board committees are comprised of board members and local volunteers with leadership expertise.

Board Committee Volunteers include:

Parisa Pajouhesh - Personnel & Policy
Grant Withers - North House Steering
Yunuen Perez - North House Steering
Laurie Very - North House Steering

Burnaby Neighbourhood House Highlights

Many people benefited from Programs and Services:
Participant contacts with staff and volunteers – 192,706
Adults – 6,828
Children and Youth – 5,296
Volunteer Hours – 20,033
Volunteers – 1,060

- Daycare operations expanded with the opening of Suncrest School Age Child Care and Marlborough Preschool/School Age Child Care centres adding 53 licensed before and after school care spaces.
- Over 1,500 newly arrived individual immigrants/refugees received direct settlement and integration services by BNH Case Managers and Community Connection Coordinator, and an estimated 2,700 newcomers received additional general support by BNH programs and services.
- In partnership with the national Women's Economic Council, the Settlement program started a new pilot focused on small-business development learning support for newcomer women.
- The shopping and meal delivery program provided 130 frail seniors with over 3,380 freshly prepared meals meeting nutritional needs.
- Volunteers in Adult Literacy Programs helped 80 people to improve their reading and writing skills and supported over 275 people to learn digital skills helping them connect to services and their community.
- 35 youth participated in the Youth Employment program; graduates are working in a variety of fulfilling positions, including Accounting, Library Information, Childcare and Data Analytics.
- Free after school Friendship Club programs targeted at children requiring extra support, helped 116 children during the school year at 3 sites and 236 children during the summer at 4 sites to improve social skills, make new friends and learn new skills in a safe, welcoming program.
- "Stride Arts Festival" a 2-week hybrid event (in person and virtual) reminded us that the arts paired with a vibrant community spirit continue to connect North Burnaby. The North House Art Committee donated well over 600 hours with 3380 individuals participating in workshops, art exhibitions and community art installations.
- On Earth Day 2022, North House partnered with Burnaby SD41 and Heights Neighbourhood Association and organized a community cleanup along Hastings Street in Burnaby. Over 321 neighbours came out that day to clean up the trash in their own community.
- Community volunteers facilitated many free virtual and outdoor community led events and programming, such as Qi Gong, Yoga, Tai Chi, Community BBQ's, Writing classes, as well as art and cooking workshops. 1159 people attended these programs.
- Our North and South Food Hubs provided emergency food support every week to almost 1000 households in Burnaby. This collaboration began over the pandemic with 7 other agencies in Burnaby and together we continue to support 7,145 people per week to access much needed groceries.
- Family Resource programs included both virtual and in person programming. Family Place provided support to 607 families with over 165 sessions including dental clinics and parenting workshops. Family Fun in the Parks organized at three different Burnaby parks during the warmer weather was attended by 46 Parents and 58 children.

Financial Report 2021-2022

Statement of Financial Position		Statement of Operations	
31 August 2022		For the year ended 31 August 2022	
Assets:		Revenues:	
Current		Grant income	2,710,247
Cash	758,296	Program fees	1,679,483
Short term investments	230,714	Donations	147,225
Accounts receivable	73,240	Gaming revenue	118,877
Prepaid expenses	35,069	Fundraising	83,474
Due from related parties	99,426	In-kind donations	31,512
Total Current Assets	1,196,745	Other	10,765
		House merchandise	510
Tangible capital assets (see note below)	1,041,065	Total	4,782,093
Total Assets	2,237,810		
Liabilities and Net Assets:		Expenses:	
Current		Program wages and benefits	3,126,115
Accounts payable and accrued liabilities	329,204	Program expenses	1,247,473
Federal government remittance payable	30,804	Program rent	246,146
Deposits	62,791	Administration and operations	765,139
Deferred operating contributions	710,268	Total	5,384,873
Total Current Liabilities	1,133,067	less: Administrative recovery and allocation*	561,329
Deferred capital contributions	283,299	Total	4,823,544
Total Liabilities	1,416,366	Revenues over expenses for the year	-41,451
Net Assets		*Administration recovery and allocations are reported as a reduction of expenses on financial statements.	
Unrestricted	63,678	A detailed copy of the audited BNH financial statements as well as the financial statements of Burnaby Community Services, Burnaby Meals on Wheels and Burnaby Seniors Outreach as reported on by Rolfe, Benson LLP Chartered Accountants are available upon request.	
Invested in tangible capital assets	757,766		
Total Net Assets	821,444		
Total Liabilities and Net Assets	2,237,810		
Total purchase of capital assets during the year was \$19,747.			

Burnaby Neighbourhood House - Strategic Plan 2022-25



VISION	MISSION	VALUES
Burnaby neighbourhoods are the best places to live.	BNH enables people to enhance their lives and strengthen their community. we work with our communities to develop innovative programs and services that meet the changing needs of a diverse population.	Connect. Engage. Belong. Care.

STRATEGIC PRIORITIES



To create a BNH culture where staff and volunteers feel connected, valued and a sense of belonging.



To strengthen community engagement and empower local voices.



To refine organizational alignment and enhance BNH's sustainability.



Revise BNH compensation structure.



Create intentional space where people's voices can be heard (e.g. Staff Appreciative Inquiry).



Educate ourselves and examine our practices around equity and inclusion.



Create transparent pathways and structures that promote career growth toward a diverse leadership team.



Develop more interconnected BNH staff and volunteer teams through improved communication tools and systems.



Increase capacity to support local leadership.



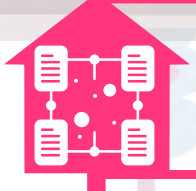
Embed skilled community building leaders by increasing volunteer led opportunities.



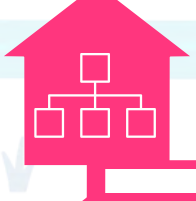
Facilitate civic engagement and empower full participation of local residents.



Ensure under-represented and equity seeking communities are included.



Align the four societies under a shared community vision.



Refresh BNH's organizational structure.



Communicate and raise awareness of BNH's new shared community vision.



Commit to learning and applying JEDI frameworks across practices and policies.



Grow sources of unrestricted funding.



Refine BNH mission alignment by examining its programs and partnership.

Integrating 3 New Societies under the Burnaby Neighbourhood House Umbrella

2022 was a very busy year as Burnaby Neighbourhood House continued to move through the process of integrating Burnaby Community Services, Burnaby Meals on Wheels, and Burnaby Seniors Outreach Societies as partner agencies under the BNH umbrella. The year was spent learning about the various programs and operations of each of the societies as well as communicating the organizational changes to the community and stakeholders. The BNH board of directors wanted to make sure that we delivered on our commitment to ensure sustainability of all programs for each of the societies. Together, we created a unique integrated model whereby all the societies remain independently registered but share the same board of directors, membership, and programs, and operations are under the leadership of the BNH senior management team. Making these changes involved updating bi-laws and the constitution as well as receiving approval from the CRA to change fiscal years to align with the BNH fiscal year. You will note that this report does not include the "short year" financial statements of the 3 societies although they are available upon request.



Burnaby Community Services program Highlights – January to August 2022 (8 months)

- Planning for the 2022 Christmas Bureau season took place with the securing of toy storage and space at the Amazing Brentwood Mall for the 2022 Toy room.
- Camping Bureau resumed and provided subsidies to 49 Burnaby children to attend and experience summer activity programs.
- Staff registered 602 individuals for recreation credits in partnership with the Burnaby Parks and Recreation department allowing low income families to access City recreation services.
- Volunteers and staff helped 137 low income earners file their 2021 income tax returns and helped 48 individuals with form filling which included a range of government forms for supports.
- The Poverty Law advocate, funded by the Law Foundation, helped 282 individuals with accessing support in areas such as residential tenancy, accessing government benefits, and ID replacement
- Volunteers provided 120 door to door transportation rides to 21 unique seniors to medical and dental appointments. The transportation program became integrated into the continuum of supports offered by BNH and Burnaby Seniors Outreach Society with shared referrals and intentional connections.
- BCS updated and published the 2022 Burnaby Community Resource Guide, Seniors Resource Guide, and the "pocket" community resource cards .



BURNABY

MEALS ON WHEELS

Burnaby Meals on Wheels Highlights January to August 2022 (8 months)

- The Burnaby Meals on Wheels program delivered hot nutritious meals to elderly and physically challenged individuals that supported good health and living independently in their own homes.
- During the interim period, 146 seniors were delivered a total of 9997 meals and 39 volunteers gave a total of 2128 hours.
- The BMW program began working very closely with the BNH senior's team providing an integrated continuum of supports to Burnaby seniors. Planning and conversations began about incorporating the BNH seniors frozen meal and food hub delivery program into the BMW program structure.



Burnaby Seniors Outreach Services Society April to August 2022 (5 months)

- Programs and operations became fully integrated into the continuum of program supports offered by BNH seniors' department.
- The Senior Peer Support program was expanded to include training for seniors to provide 1-on-1 peer support, as well as community outreach at events, and accompaniment to community programs.
- 6 new peer support volunteers were recruited and trained and added to the team.
- The volunteers, along with staff, supported 304 isolated seniors – 180 at community outreach, 43 through education and wellness workshops, and 81 through information and referral.
- Weekly Caregiver support groups were offered helping caregivers to connect with staff, many of the caregivers were also seniors and benefited from referrals to valuable programs and supports.
- A series of educational workshops around topics such as health care system navigation and home supports, and self-care wellness strategies were attended by 37 individuals.
- 163 seniors and their loved ones participated in Dementia Cares, Memory Club and the "New Dimensions" choir which provided fun, support and information.

Funders and Sponsors 2021-2022

We gratefully acknowledge these funders for their support to programs and services:

Active Earth Engineering Ltd.	JT Charitable Trust
Alexandra Foundation	Knights of Columbus
Andrew & Colette Babinszki	Lesley & Carlos Oxendale
BC Gaming & Enforcement Branch	Lohn Foundation
BC Housing	Lorraine St. Jean
BC Technology of Learning Society	MAC&MAC Hydro Demolition Services Inc.
Beaver Electrical Machinery Ltd.	Metropolis at Metrotown
BlueShore Financial	Metrotown Mazda
BOSA Properties	Ministry for Advanced Education and Labour Market Development
Burnaby Board of Trade	Ministry for Children and Family Development
Burnaby Firefighters Charitable Society	Mulberry PARC
Burnaby Lougheed Lions	New Horizons for Seniors Program
Burnaby North Secondary School - Christmas Cheer Committee	Parkland Canada
Burnaby Teachers Association	Paul Leung
Chambers of Commerce Group Insurance Plan	Physio Collective
City of Burnaby	PNG Enterprise Foundation
Coast Capital Savings	PrimelImage Technologies
COBS Bakery	RBC Royal Bank
Concord Pacific Developments Inc	Rethink Real Estate Group
Decoda Literacy Foundation	Ritchie Bros. Auctioneers
Deer Lake Law Group	Rogers Communications Canada Ltd.
Edith Lando Charitable Foundation	Rotary Club of Burnaby
Elements Casino Victoria	Rotary Club of Burnaby Metrotown
Employment and Social Development Canada	Royal Canadian Legion Vancouver (BC/Yukon) Branch 44
Ethiopian Community Association of B.C.	SFU BASS
Face the World Foundation	Simon Fraser University
Food Banks Canada	StreetSide Developments
Fortis BC	Studio Brewing
Fraser Health	TD Bank
Futat Roofing	The Beedie Foundation
G&F Financial Group	The Province Empty Stocking Fund
Gateway Casinos & Entertainment Ltd.	The Law Foundation of British Columbia
George & Bonnie Game Charitable Fund	Thunderbird Marina (2017) Ltd
Heights Merchant Association	Tourism Burnaby
Henry & Georgina Sue	United Way of Lower Mainland
Human Resources and Social Development Canada	Vancity Savings Credit Union
IG Wealth Management	Vancity Community Foundation
Immigration, Refugees and Citizenship Canada	Wesgroup Properties
Innovation, Science and Economic Development Canada	Willingdon Heights Eyecare Optometry
Intracorp	Youth and Philanthropy Initiative Canada
Ironworkers Local 97	



In-Kind Contribution

Burnaby NOW
Delta Hotels Conference Centre Burnaby
Fapara Holdings
Global BC
Minuteman Press Burnaby



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